

Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan

January 1, 2020 – December 31, 2021

Yates County

Contents

Section 1- Assurances	3
Section 2 Administration	5
Section 2.1 Administrative Structure	5
Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies	6
Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services.....	6
Table 2 – Other Service Providers.....	7
Section 2.3 OTDA Jobs Staff Agreement.....	9
OTDA Jobs Program Services – Target Groups.....	9
Other Services Requested.....	9
Section 2.4 Access to Services at New York State Career Centers	9
Section 3 Engagement and Work Preparation.....	11
Section 3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))	11
Section 3.2 Orientation (Reference 18 NYCRR 385.5).....	11
Section 3.3 Assessment and Employment Planning.....	12
TA Assessment.....	12
TA Employment Plan	13
Section 3.4 Participation Rates and Work Activities (Reference 18 NYCRR 385.8 and 385.9).....	14
Section 3.5 Job Development	21
Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)	21
Section 3.7 Work Verification	24
The Quality Assurance (QA) plan include the following elements:	24
The District’s Quality Assurance Process is as follows:.....	25
Use of Outside Providers/Vendors.....	26
Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency	26
Section 3.9 Strategies/Procedures for Increasing Program Attendance	26
Section 3.10 Strategies/Procedures for Engaging Sanctioned TA Participants.....	26
Section 3.11 Strategies for reducing the need for TA	27
Section 4 Support Services	27
Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District	27
Section 4.2 Transitional Support Services	28
Section 4.3 Extended Support Services.....	29
Section 5 Conciliation, Sanction and Dispute Resolution Procedures	29
Section 5.1 Conciliation.....	29
Section 5.2 Sanctions.....	31
Section 5.3 Dispute Resolution	32
Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals.....	32
Section 6.1 Disability Determination Process and Tools.....	32
Section 6.2 Mental Health Screening and Assessment	33
Section 6.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e)).....	33

Section 1- Assurances

As a condition of the receipt of federal and State funds the Yates County Department of Social Services submits this Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) Employment Plan (Plan) to the New York State Office of Temporary and Disability Assistance. The Plan outlines the administration of employment services for TA and SNAP applicants and recipients for the period January 1, 2020 through December 31, 2021. As Commissioner of Yates County Department of Social Services, I hereby affirm that employment services programs will be administered in accordance with all applicable federal and State policies, laws, regulations and provisions of this Plan.

/s/ AM 12/29/2019

Amy Miller, Social Services Commissioner

12/29/2019, Date

Amendments to this Plan:

Date Approved OTDA	Section(s) Amended

(To be completed by OTDA)

Section 2 Administration

Section 2.1 Administrative Structure

This agency's organizational chart is attached. It identifies the units and staff within the agency that are involved in the operation of the district's employment program.

Following is a description of the office(s) in and/or outside of the Department of Social Services that are involved in the operation of the district's employment program. The responsibilities of each office are described below.

Applicants and recipients of cash assistance beginning the process of eligibility with the Yates County DSS Employment Unit. This Unit, a sub-division of DSS, is comprised of workforce professionals and temporary assistance professionals with a focus on employment. The Employment Unit is located on the second floor of the Yates County Complex in Penn Yan, New York. The unit is comprised of the following staff:

7 FTE Social Welfare Examiners (3 TA Only/ TA&SNAP; 4 NTA-SNAP) who process applications, interview applicants, determine eligibility and determine employability status.

2 FTE Pr. Social Welfare Examiners (1 TA Only/ TA&SNAP; 1 NTA-SNAP) who conduct interviews, determine eligibility, and work to provide case supervision and monitoring for the Employment Unit staff, including oversight of assessments, case management activities, compliance and file maintenance.

2 FTE Employment Development Specialists who work with applicants/recipients determined to be non-exempt/work-limited to complete employment assessments and plans, address barriers to self-sufficiency, supervised job search, match and development, refer to appropriate partner services, and to provide post-employment support for up to 90 days. The Employment Development Specialists work with applicants/recipients determined to be exempt from work activities to complete employment assessments and plans, monitor and document treatment plans/restoration to employability, and refer clients to appropriate partner services. Employment Development Specialists assign and monitor work experience opportunities, provide and monitor Job Readiness Training and Job Skills Training activities, and provide and monitor on-going case management for applicants/recipients (TA, TA&SNAP, NTA-SNAP) (The Employment Development Specialist positions are contracted through Pro Action of Steuben and Yates Inc).

The Employment Unit staff performs all aspects of intake and eligibility determination for all TA/SNAP applicants/recipients.

Employment Development Specialists provide orientation and assessment for TA and SNAP applicants. All non-exempt determined applicants/recipients are referred immediately for employment activities.

2 FTE Employment and Training Counselors in the provision of adult and dislocated worker services, employment and training services, and youth services, including OJT's, individual training accounts, work experience opportunities and assessments.

1 FTE Account Clerk Typist who provides information on services and programs available as well as supports clients with basic employment activity questions.

1 FTE Employment and Training Supervisor who works to provide case supervision and monitoring for the Employment Unit staff, including oversight of assessments, case management activities, compliance and file maintenance.

Section 2.2 TA and SNAP Employment & Training (SNAP E&T) Provider Agencies

Table 1 - Contracts Associated with TA and SNAP Employment Programs and Services

Table 1 lists the local contracts or agreements with agencies to provide employment services to TA and SNAP clients. These activities and services may include, but are not limited to: employability determinations; development of assessments and employment plans; conciliation and grievance activities; provision of work activities such as job readiness training; education and job skills training; monitoring and support for compliance with treatment plans for exempt individuals with the potential for restoration to self-sufficiency; job development; job placement and retention services; and other employment related activities.

Each contract listed in Table 1 contains an assurance that the activities are not otherwise available from that provider on a non-reimbursable basis, and, if not a performance-based contract, a statement regarding use of a cost allocation methodology that satisfies Generally Accepted Accounting Principles, as well as the requirements of U.S. Office of Management and Budget Circulars A-122 for nonprofit organizations, A-21 for educational institutions, or A-87 for State and local governments. Districts must maintain oversight to ensure that contractors perform in accordance with the terms, conditions, and specifications of their contracts.

Provider	Total Contract Cost (per year)	Funding Source(s) (Check all that apply)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Pro Action of Steuben and Yates	\$115,690	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Employment Development Specialists
Workforce	\$2,400	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Contract with Workforce Development to offer all employment programs and services to TA/SNAP applicants/recipients including assessments, tracking job searches, job skills training, assessing, etc.
Cornell Cooperative Extension	\$33,878	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Provide job skills training, and one-on-one TANF services.
Finger Lakes Workforce Investment Board	\$148,457	<input type="checkbox"/> FFFS <input type="checkbox"/> SNAP E&T <input type="checkbox"/> Local <input type="checkbox"/> Other WIOA	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Provide career guidance, counseling, and job search planning. Provide funding for youth, ITA and OJT services.

Table 2 – Other Service Providers

Table 2 includes agencies/providers that offer services to participants and to which the district expects to refer participants but which have no direct financial agreement with the district.

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Wayne Finger Lakes BOCES	OTDA	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Adult Basic Education, TASC, and vocational training
Acces VR	Educational Resource Grant	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational Rehabilitation Services
FLCC	State Ed.	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Literacy training, vocational training, High School Equivalency
NYS DOL	Wagner Pyser and Veterans Services	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Labor Exchange Information, JobZone/CareerZone, Job Matching
Yates County Veterans Affairs		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Veteran services
FLACRA	NYS OASAS	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Drug screening, inpatient and outpatient treatment and community supports.
Commission for the Blind		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Vocational and educational services for individuals who are blind.
Yates County Public Health		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Health and wellness information
Hhuny		<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Provide care management and service coordination for clients.

Provider	Funding Source(s) (if known)	Categories of Clients Served (Check all that apply)	Programs, Services or Activities Provided
Job Corps	US Dept of Labor	<input type="checkbox"/> FA <input type="checkbox"/> SNA Family <input type="checkbox"/> SNA Individual <input type="checkbox"/> SNAP <input type="checkbox"/> TANF 200%	Youth ages 16-14 Academic and/or basic skill deficient Programs, Services or Activities Provided- High School Equivalency Programs, Vocational Training, Residential Housing, Job Placement Support

Section 2.3 OTDA Jobs Staff Agreement

OTDA Jobs Program Services – Target Groups

(“X” signifies those that apply in this district)

Services	=	Target Groups	=
Assessment/Employment Plan	=	Applicants	=
Supervised Job Search	=	FA & SNA with children	=
Job Readiness Training	=	SNA without Children	=
Job Club	=	SNAP	=
Job Placement Services	=	TANF 200%	=
Grant Diversion	=		=
Job Development (employer outreach)	=		=
WOTC pre-certifications	=		=

Other Services Requested

Described below are additional services/duties which will be requested of Jobs staff (e.g. WTWCMS data entry, case conferencing, job fairs)

N/A; Yates County does not utilize the Jobs Program.

Section 2.4 Access to Services at New York State Career Centers

In New York State, TANF is a required WIOA partner and must coordinate access to TANF services with the comprehensive Career Centers.

a. Below is a description of how the district provides access to its programs and services with Career Center partners. Check all that apply:

- The district has employee(s) physically present at a Career Center
- The district has contract staff physically present at a Career Center
- The district makes available direct access to its program staff via phone or technology at a Career Center
- The district makes available copies of the LDSS-2921 (Common Application) at a Career Center
- Other: Yates County and Finger Lakes Works Websites

b. Please provide a description of how the district coordinates with Career Center partners with providing services to the district’s clients, including referral and information sharing mechanisms, or other collaboration such as participation on the local WIOA Business Services Team, etc.

The Yates One Stop Career Center has a dual identity as the Yates County Workforce Development Office with Employment Unit staff providing services for both entities to the district's clients. The Yates One Stop Career Center provides access and referral services to all required WIOA Career Center Partners in our region, including: Title V Older Americans Act, Jobs for Veterans, Local Offices of the Aging, Local Housing Authorities, JobCorps, Migrant/ Seasonal Farmworkers Program, PathStone Corporation, , Local Community Action Agencies, Trade Act Adjustment(TAA), Wagner-

Peyser, Unemployment Insurance (UI), and Temporary Assistance for Needy Families (TANF).

Yates County utilizes a NYSDOL approved digital referral form to refer and track referrals made to and between WIOA mandated partner agencies. Information is shared at quarterly One Stop meetings, through OSOS (One Stop Operating System), and through direct referrals

Section 3 Engagement and Work Preparation

Section 3.1 Federal “Engaged in Work” Requirement (Reference 18 NYCRR 385.2 (f))

For purposes of satisfying the federal requirement which states that parents or caretakers must be engaged in work as soon as the district determines they are ready, but no later than within 24 months of receiving federally funded assistance, district’s definition of “Engaged in Work” is:

Compliance with assessment, employment planning, all activities included in the individual’s Employment/Self-Sufficiency plan including any need to attend treatment/rehabilitation programs, or any of the work activities listed in Section 3.4. Also included is pursuit of other forms of income such as SSI and SSDI.

Include any additional information regarding the district’s local “engaged in work” requirements:

- a. Activities and programs to which the client may be referred during assessment for determining specific exempt status or disability limitations;
- b. Any activity that may be tailored to the requirements of special-needs or at-risk individuals; particularly as applicable to persons evaluated under section 385.2 having to do with physical and mental disabilities and work limitations;
- c. Any activity not mentioned herein that may be deemed suitable within the scope, purpose and philosophy of the Plan, Yates County and the laws and regulations pertaining thereto.

Exempt determined individuals, although not required to actively participate in work activities, are offered the same range of services/activities as non-exempt individuals. This may include selected work activities on a limited basis as well as referrals for therapy, counseling, rehabilitation, training, etc. Additionally, participants are expected to follow recommended treatment plans (i.e. physical therapy or mental health treatment), drug & alcohol treatment plans, and/or medical treatment.

Section 3.2 Orientation (Reference 18 NYCRR 385.5)

Check one of the following:

- The district provides orientation in accordance with 18 NYCRR Section 385.5 and no additional information is provided at orientation.
- In addition to the requirements outlined in 18 NYCRR Section 385.5 of the regulations, the district’s orientation provides the following:

Overview of district’s work activities and employment programs and services

Assessment and creation of an employment plan

Review the district’s code of conduct; as well as consequences of failing to participate in assigned work activities

Identify and address barriers to employment

Described below is the manner in which the district completes the required orientation for all applicants and recipients of TA (e.g. in a group setting, individually, or a combination of both), including the orientation procedure for exempt individuals and non-exempt individuals, if different:

Orientation & Assessment is offered in a group setting two days a week by employment unit staff. If applicant/recipient cannot attend day/time assigned due to good cause, they must call the district prior to their scheduled appointment to reschedule their appointment for no later than 7 days after the application date. (Under extreme circumstances/emergency, this 7 day limit may be extended by the district or orientation & assessment may be waived with supporting medical documentation.) Applicant/Recipient can request an individual appointment if needed for accommodation in accordance with medical need. During orientation & assessment, each applicant/recipient develops a preliminary employment plan with an Employment Development Specialist to schedule assessments and assign work activities. Orientation & Assessment procedure is the same for both exempt and non-exempt individuals.

Section 3.3 Assessment and Employment Planning

TA Assessment

(Reference 18 NYCRR 385.6 and 385.7)

Check one of the following:

a. The district conducts assessments as required by 18 NYCRR 385.6(a) and 385.7(a):

The district enters assessments directly into WTCMS

The district uses the LDSS 4980 (New York State Assessment) and later enters information into WTCMS.

The district conducts assessments using a local equivalent tool, and later enters information into WTCMS. Attached is the local equivalent.

The local equivalent does not contain additional elements other than what is required.

The local equivalent does contain additional elements beyond what is required, listed below:

b. Describe the district procedure for the completion of an employment assessment:

During orientation & assessment Employment Development Specialists meet with applicant/recipient to complete a preliminary assessment utilizing LDSS-4978 (New York State Employment Plan) as a guide to identify prior work experience, employment goals, barriers to employment, supportive services available, and assign appropriate work activities. Employment Development Specialists will schedule, complete, and document in WTCMS the LDSS 4980 and LDSS 4978 no later than 90 days from eligibility determination for households with dependent children and no later than 12 months for households without dependent children. The Employment Development Specialist will

utilize WTCMS report system to identify upcoming employment assessments that are due.

- c. The district administrative unit or contractor responsible for conducting assessments is:

Yates County Employment Unit

- d. The qualifications of the employees conducting the assessment are at minimum: [Refer to requirements listed in 18 NYCRR 385.6(c) and 385.7(c)]

Employment Development Specialists are designated trained staff with demonstrated effectiveness in assessment and employability development to prepare the assessments and plans. Employment Development Specialists have been trained through PDP and OTDA to complete effective assessments/plans and employability development.

- e. Applicants in households **with** dependent children are required to participate in completion of an assessment:

Yes No

- f. Applicants in households **without** dependent children are required to participate in completion of an assessment:

Yes No

- g. **Exempt** adults in households **without** dependent children are required to participate in the completion of an assessment:

Yes No

- h. How often and under what circumstances is the assessment updated?

Assessments are updated; At application, at recertification, whenever there is reason to believe that an individual has a physical or mental impairment that would limit their ability to participate in work activities, and whenever changes in an individual's circumstances or activity assignments warrant reassessment.

Temporary Assistance Employment Plan

(Reference 18 NYCRR 385.6 and 385.7)

- a. Check one of the following:

The district develops individual employment plans as required by 18 NYCRR 385.6(a) and 385.7(a):

The district enters employment plans directly into WTCMS.

The district uses the LDSS 4978 (New York State Employment Plan) and later enters information into WTCMS.

The district develops individual employment plans using a local equivalent tool and later enters information into WTCMS. Attached is the local equivalent.

The local equivalent **does not** contain additional elements other than what is required.

The local equivalent **does** contain additional elements beyond what is required, listed below:

b. Check one of the following:

The same administrative unit or contractor that conducts employment assessments also develops employment plans.

A different district administrative unit or contractor develops employment plans, and their qualifications include

c. Describe the district procedure for the completion of an individual's employment plan.

During orientation & assessment Employment Development Specialists meet with applicant/recipient to complete a preliminary assessment utilizing LDSS-4978 (New York State Employment Plan) as a guide to identify prior work experience, employment goals, barriers to employment, supportive services available, and assign appropriate work activities. Employment Development Specialists will schedule, complete, and document in WTCMS the LDSS 4980 and LDSS 4978 no later than 90 days from eligibility determination for households with dependent children and no later than 12 months for households without dependent children. The Employment Development Specialist will utilize WTCMS report system to identify upcoming employment assessments that are due.

d. How often and under what circumstances is the employment plan updated?

Employment plans are updated; At application, at recertification, whenever there is reason to believe that an individual has a physical or mental impairment that would limit their ability to participate in work activities, and whenever changes in an individual's circumstances or activity assignments warrant reassessment.

Section 3.4 Participation Rates and Work Activities (Reference 18 NYCRR 385.8 and 385.9)

a. Describe below how the district plans to meet federal and State TA participation rate requirements. Included is the weekly hours standard participation requirement for individuals in the different case and household types, along with the typical time period it takes for nonexempt individuals to be engaged in activities for both newly opened cases and individuals who status changed from exempt to nonexempt. Information regarding engaging exempt individuals is entered in Section 6:

The district engages non-exempt individuals in work activities at orientation and assessment. The district engages individuals whose status changed from exempt to non-exempt by referring for an update to their employment assessment and plan. The individual is given at least 10 days notice from the day the referral is made before the appointment to update their employment assessment and plan. Once the assessment and plan have been updated during that meeting, the individual will be engaged in work activities immediately. When SNAP plus TA grant amount allows, the district's standard participation requirement for household with no children under age six is to assign 40 hours (The district realizes that there cannot be a SNAP non-compliance after 30 hours).

For those households with a single caretaker with a child under six, the assignment is 35 hours, with all determinations made on an individual case basis. The district assigns all other case types up to 40 hours of work activities. An effort is made to assign enough hours to allow for cases of illness or other absences. Participation and engagement rates are monitored using COGNOS reports monthly.

- b. Estimate the number of individuals expected to receive employment services:

	Households with Dependent Children Average Monthly	Households without Dependent Children Average Monthly
Individuals	10	15

- c. Describe below how the district uses work participation management reports available through COGNOS or other reports and activities to monitor district progress toward meeting work participation requirements and ensuring full engagement by adults in work or work preparation activities:

Cognos reports are reviewed weekly at the district's TA case review by employment unit staff to monitor employment code durations, employment, and enrollment activities. They are reviewed monthly to evaluate participation and engagement rates.

- d. Describe the extent to which the district requires Non-Temporary Assistance Supplemental Nutrition Assistance Program (NTA SNAP) recipients to participate in SNAP E&T work activities. If the district is offering Supervised Job Search as an E&T activity component, the district must describe how the job search activity will be supervised and tracked, including the frequency of monitoring the participant's job search efforts. (Please note: Case management services must be provided to all participants enrolled in an E&T activity):
- NTA SNAP recipients are required to complete SNAP E&T work activities in the district. NTA SNAP recipients are required to attend an orientation & assessment, held once per week at Workforce Development by the Employment Development Specialists. NTA SNAP recipients will be referred for appropriate employment services (see below), and will complete a preliminary assessment utilizing LDSS-4978 (New York State Employment Plan) as a guide to identify prior work experience, employment goals, barriers to employment, supportive services available, and assign work activities. The Employment Development Specialists will assign work activities immediately using the LDSS-4978. This orientation and assessment will be required to be completed at case opening and each recertification. NTA SNAP recipients are assigned to supervised job search for one month starting the day recipient is assigned. Supervised job search will be monitored during weekly meetings with their assigned Employment Development Specialist during the one month period. During these meetings, Employment Development Specialists will check on job search efforts as well as give application prospects and job leads. Supervised job search will be tracked using the "Yates County Job Search Verification Form" to be reviewed each meeting. The hours of supervised job search will be entered into WTCMS. NTA SNAP recipients are also assigned to Job Readiness Training and Job Skills Training for one month starting the day the recipient is assigned. These activities are met in a classroom setting with instruction led by

Employment Development Specialists and partner providers to provide education on job readiness skills and basic skills competencies.

If the district is not mandating SNAP E&T work activity assignments, please describe how NTA SNAP work registrants are informed of the services available, upon request, for assistance with job search activities. (Please note: At a minimum, districts are required to make available job search as a SNAP E&T activity to NTA SNAP applicants and recipients):

- e. Describe the district procedure for Job Search, including the required number of job search contacts and hours per week assigned. Also include a description of how often individuals are generally required to report job search outcomes and if activities other than job search are routinely expected:

- 1. The district assigns TA **applicants** to Job Search. Yes No

If yes, the process for engaging TA **applicants** is:

TA applicants are required to have five job search contacts per week with a minimum of 10 hours of job search per week. Applicants are required to log their completed applications and employer contacts on the "Yates County Job Search Log" and report to Workforce Development weekly to review "Yates County Job Search Log".

Applicant Job Search	Minimum Number of Contacts	Minimum Number of Hours	Additional Information
TANF and SNA MOE	5	10	
SNA Individuals	5	10	

- 2. The district assigns TA **recipients** to Job Search. Yes No

If yes, the process for engaging TA **recipients** is:

TA recipients are required to have five job search contacts per week with a minimum of 10 hours of job search per week. Recipients are required to log their completed applications and employer contacts on the "Yates County Job Search Log" and report to Workforce Development weekly to review "Yates County Job Search Log".

- f. Describe the district’s process and policy, including the guidelines workers follow, when determining whether participation in self-employment is approved as part of an individual’s required work activities. If the district always approves self-employment as part of an individual’s required work activities, please note this policy below.

The District only recognizes taxable self-employment as acceptable and individuals must provide proof by submitting pay stubs within 5 days of receipt.

- g. The allowable work activities that are available in the social services district are listed and defined in the table on the next two pages. An “X” in the appropriate check box indicates the activity is available for individuals receiving Family Assistance (FA), Safety Net Assistance for households with children (SNA Fam), Safety Net Assistance for households without children (SNA IND), and/or Supplemental Nutrition Assistance Program (SNAP) benefits. A blank check box indicates the activity is not available for that case type.

	Activity and Definition
<ul style="list-style-type: none"> <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP 	<p>Unsubsidized Employment - Full time or part time employment in the public or private sector that is not subsidized by TANF or any other public program (excluding employer tax credits). Unsubsidized employment includes self-employment and/or paid internships.</p>
<ul style="list-style-type: none"> <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP 	<p>Subsidized Private Sector Employment - Employment in the private sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-f. Subsidized private sector employment will include positions subsidized through grant diversion/Transitional Employment Advancement Program (TEAP), supported employment programs, and paid college work study programs at private institutions. Individuals participating in subsidized private sector employment are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<ul style="list-style-type: none"> <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP 	<p>Subsidized Public Sector Employment - Employment in the public sector for which the employer receives a subsidy from TANF or other public funds (excluding tax credits) to offset some or all of the wages and costs of employing and training a recipient in accordance with New York State Social Services Law 336-e. Subsidized public sector employment will include positions subsidized through grant diversion/TEAP, supported employment programs, and paid college work study programs at public institutions. Individuals participating in subsidized public sector employment, and work study unless otherwise permitted under a federal work study program, are paid wages and receive the same benefits as unsubsidized employees who perform similar work. An employment situation will be subsidized for up to the full amount of wages/benefits provided to the program participant and will be subsidized for the length of time as determined appropriate by the State or social services district.</p>
<ul style="list-style-type: none"> <input type="checkbox"/> FA <input type="checkbox"/> SNA Fam <input type="checkbox"/> SNA Ind <input type="checkbox"/> SNAP 	<p>Work Experience - Unpaid work performed at a public or not-for-profit organization to enable a participant who has not obtained unsubsidized employment to improve his or her employability. Work experience provides participants with an opportunity to acquire training, knowledge, work habits, and work references necessary to obtain and retain employment. Participation in work experience includes training required for the participant to complete the work experience assignment. For example, an individual who is expected to provide clerical support in a government agency may be provided training to develop or refine filing and data entry skills as needed to perform the tasks required as part of the work activity assignment.</p> <p>In addition to those components noted above, work experience will include unpaid internships that are part of any non-graduate student’s education curriculum. (Note: Paid internships are to be reported as employment.)</p>

Activity and Definition	
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>On-the-Job Training (OJT) - Training in a public or private sector employment setting during which the participant receives work-essential paid training while he or she is engaged in productive work that provides the knowledge and skills essential to attain full and adequate performance of the job.</p> <p>OJT will be unsubsidized (for which the employer does not receive a subsidy) or subsidized using TANF funds or other funds to offset the cost of the training provided to the participant. A subsidized OJT will be subsidized for up to the full cost of providing such training and wages/benefits provided to the program participant. Positions will be subsidized for the length of time determined appropriate by the State or social services district. OJT is distinct from subsidized employment since the individual must participate in workplace training to attain full and adequate job performance and the subsidy provided is intended to offset the cost of such training.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Community Service - A structured program in which participants perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service placements must be projects that serve a useful community purpose in fields such as health, social services, environmental protection, education, urban and rural redevelopment, welfare, public recreation, public facilities, public safety, and childcare. Community service programs are designed to improve the employability of participants not otherwise able to obtain unsubsidized employment. Participation in community service may include training that is directly required for the participant to complete the community service assignment. For example, an individual who is expected to provide clerical support to a food pantry may be provided training to develop or refine filing and data entry skills.</p> <p>Community service assignments will primarily be voluntary in nature including participation in VISTA, AmeriCorps, and unpaid volunteer activities at a school, Head Start programs, religious or faith-based institutions, community organizations or a nonprofit or public agency but will also include such mandated participation when court ordered. Participation in activities to support these organizations is deemed to provide a service to the community. In those instances, where the participation could meet the federal definition of work experience or community service and the district or program provider would like to have another recipient provide childcare for the community service individual, such hours of work may be reported as participation in community service.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Job Search - The act of seeking or obtaining employment or preparing to seek or obtain employment and will include: looking for suitable job openings in a group or individual setting; making contact with potential employers; learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing; preparing and applying for, and/or interviewing for jobs and related activities.</p>
<ul style="list-style-type: none"> — SNAP 	<p>SNAP E&T Supervised Job Search- The act of seeking or obtaining employment through a job search that is directly supervised and may include: case management services, career exploration, interview preparation, job application assistance, learning appropriate workplace expectations and behaviors in preparation for submitting job applications and interviewing, job leads, and direct job referrals.</p>

Activity and Definition	
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Job Readiness Training (JRT) Activities - Participation in programs that include seeking and preparing for work. JRT includes two types of activities: (1) traditional activities of resume preparation, training in interviewing skills, and instruction in workplace expectations, training in effective job seeking, including life skills training; and (2) activities that improve an individual's employability, such as substance abuse treatment, mental health treatment, or rehabilitation activities in which a qualified medical or mental health professional has certified that such treatment is necessary.</p> <p>Traditional JRT activities will include: resume preparation, training in interview skills, instruction in workplace expectations, training in effective job seeking, life skills essential to workplace success, time management, goal setting, budgeting, basic math and literacy skills, household management, interpersonal skills, decision making skills, anger management, parenting skills when it has been determined that such training could help reduce unplanned work leave or apprehension toward entering employment.</p> <p>For TANF and SNA MOE funded families, JRT also includes substance abuse and other treatment and rehabilitative services that are required for individuals who are unable to work or individuals whose employability and employment retention requires such services. Such services, which should be reported on WTWCMS as such, will be deemed within WRTS participation rate logic to be JRT for recipients of TANF and SNA MOE funding but will be deemed to be Community Service for recipients of SNA non-MOE, include:</p> <ul style="list-style-type: none"> • Physical health treatment and rehabilitation services including attending necessary physical therapy, and doctor appointments. Such treatment will include medical, behavioral and other treatment necessary for individuals suffering from substance abuse (current and former users) with such required treatment ranging from detoxification services to after care/abstinence maintenance. • Mental health services including therapy, counseling, and other services to address mental or emotional disorders that can interfere with an individual's daily life functions, ability to work, looking for work or the ability to retain employment.
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Vocational Education - Vocational education is defined as an organized educational program that directly relates to the preparation of individuals for current or emerging occupations that require training up to a four-year degree. Vocational education does not generally include basic or remedial education or English as a Second Language (ESL) but may include work focused general education and language instruction that is a regular or integral part of a vocational education program. Social services districts are responsible for ensuring that any such remedial education or ESL is a regular part of the program for participants with similar skill sets as the TANF/SNA MOE client, is determined necessary by the program provider, and is limited in hours to less than one half of program participation. Vocational education programs include the completion of activities that provide individuals the knowledge and skills to perform a specific trade, occupation or vocation. Vocational education must be provided by an education or training organization.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Job Skills Training - Training or education in job skills to improve a participant's employability, to ensure clients have the basic skills competencies required by employers to support job entry and/or to advance or adapt to the changing demands of the workplace. Where identified as needed, such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills. Job skills training may include customized or technical training designed to provide participants with additional workplace skills, post-secondary education courses leading to a bachelor's or other advanced degree, or other training included under the definition of vocational education training. Job skills training may include literacy instruction, English language instruction, or other basic education for an individual who has already obtained a high school diploma or equivalency when determined from a client's assessment that such instruction is needed to improve the participant's employability.</p>

Activity and Definition	
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Education Training - Education directly related to employment for a recipient who has not received a high school diploma or equivalency must be related to a specific occupation, job or job offer or otherwise determined based on a client assessment as necessary to improve the participant's employability to support job entry, retention or advancement. Education directly related to employment may include courses designed to provide the knowledge and skills for general or specific occupations or work settings to ensure clients have the basic skills competencies required by employers and may also include adult basic education, ESL instruction and education leading to a high school equivalency diploma as determined as necessary to improve the participant's job opportunities in potential occupations. Where identified as needed such training may include the development of basic workplace skills including professional workplace behaviors and decision-making skills.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Secondary School - Regular attendance in accordance with the requirements of the secondary school or a course of study at a secondary school or other State accredited institution leading to a high school equivalence (HSE) diploma, in the case of a recipient who has not completed secondary school or received a certificate of general equivalence. Secondary school participation may include general adult basic education or ESL if it is linked to attending secondary school or leading to a HSE diploma as determined necessary by the educational institution. Secondary School or HSE programs that routinely include ESL, career training, alternative school, tutoring, dropout prevention, teen pregnancy or parenting programs as a requirement of program participation as determined by the educational institution will also be permitted.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Provision of Childcare for Individual Participating in Community Service - Providing unpaid childcare to enable another TA (TANF/SNA MOE funded) recipient to participate in a community service program.</p>
<ul style="list-style-type: none"> — FA — SNA Fam — SNA Ind — SNAP 	<p>Other - Any work activity that does not meet the criteria of any of the above countable activities constitutes participation that is not countable toward federal and State participation rates.</p>

Section 3.5 Job Development

The district conducts or accesses job development services to expand job opportunities for TA and SNAP participants. Yes No

If yes, the district participates in job development activities in the following manner:

District staff contacts employers to solicit jobs for TA and SNAP participants.

Below is the description of how this is done, including number of staff, frequency of contacts, etc.:

The Employment Unit Business Service Representative communicates with local businesses weekly to offer services including On-The-Job Training, job matching, and supportive services. Employment Development Specialists identify businesses with opportunities to develop work experiences when we have applicants/participants that fit their need and/or will acquire employment skills from the experience. Employment Unit Staff networks at local Business After Hours events, Tier 1&2 community service meetings, and through the Yates Chamber of Commerce.

District contracts or has an agreement with another agency to contact employers and solicit jobs for TA and/or SNAP participants. Below is the description of how this is done, including number of staff, frequency of contacts.

OTDA Jobs Program staff are charged with job development as indicated in section 2.3. Additional information, if any, is described below:

Section 3.6 Training Approval and Activity Enrollment Policies (Reference 18 NYCRR 385.9)

- a. Describe how the district identifies appropriate education program providers for services of Adult Basic Education, High School Equivalency (HSE) diploma preparation, and English Language Instruction that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

The District partners with Wayne FL BOCES and Finger Lakes Community College to provide HSE programs to applicants/recipients. The districts also uses Literacy Volunteers of Ontario and Yates to provide more intensive HSE preparation and services.

- b. Describe how the district identifies appropriate program providers of Vocational Education and Job Skills Training programs that are available to clients whose assessment indicates such services would be an appropriate work activity assignment:

Some program providers are identified from the Eligible Training Provider List (ETPL) established by the local Workforce Investment Board under WIOA. Job Skills Training programs can be provided in the district through Yates Skillup; an online program endorsed by local employers that allow applicants/recipients to complete certification tracks to improve employability and ensure basic skills competencies.

- c. Describe the process and guideline workers follow to ensure that individuals who have not attained a basic literacy level and/or have not attained a high school diploma are offered the opportunity to participate in an educational activity:

Applicant/recipient that identifies a literacy barrier to employment and self-sufficiency are assigned the following activities at orientation & assessment:

High School or Equivalent, Education Training (literacy classes and/or ESL classes).
- d. Describe the district's process and policy, including the guideline workers follow, when determining whether participation in educational activities is approved for individuals who have not attained a high school diploma who are interested in participating in an educational activity. Include in this section instances when the agency would deny participation in educational activities:

Determinations are made based on the ability of an individual to obtain employment upon completion of a program without their high school diploma/high school equivalency. The agency would deny participation in education activities when these activities do not support obtainment of employment. We will deny non-certified HSE programs and online learning programs that are not recognized by NYS Department of Education.
- e. Describe the district's process and policy for determining whether a participant is approved/assigned to participate in job skills or vocational education activities:

Consideration is given to applicant/recipient's interests and is based on assessments, tests, personal background, medical limitations, education and work experience when approving/assigning participation in job skills and/or vocational education activities.
- f. Describe the highest level of post-secondary level education that the district will approve as a work activity, up to a four-year college program:

The district will approve up to a four-year college program as long as the client is within 24 months of completion of a state recognized degree or WIOA approved high demand occupational skills training.
- g. Describe how the district will ensure that enrollments in post-secondary education beyond the 12-month lifetime limit are combined with a weekly average of at least 20 hours in paid employment activities which may include work study, work experience or community service:

Once the 12-month lifetime limit for post-secondary education is met, applicant/recipients will be assigned to update their employment assessment and plan. Applicant/recipient will be assigned 20 hours of paid employment activities, work experience or community service.
- h. Education and training providers are evaluated by the following standards:

Training providers must meet definition under Vocational Education in Section 3.4.G
- i. The district procedure for advising participants of approved training providers is:

A complete list of approved training providers is available in the Employment Unit and available on the Finger Lakes Works website. The list of approved and appropriate providers is discussed with the applicant/recipient at the time of assessment and plan development and upon request.

- j. The district procedure for notifying participants of approval for training or enrollment in a work activity is:
The district notifies applicant/recipients of approval for training or enrollment in work activities through individual meetings with applicant/recipients and developing/updating their employment assessment/plan.
- k. In accordance with 18 NYCRR 385.9(b), regardless of whether the college program is approved for the participant as an employment work activity, the district will approve as a work activity a work-study, internship, externship or other work placement that is part of a non-graduate student's curriculum unless one or more of the following conditions applies as checked below:
- It has been determined that the student voluntarily quit a job or reduced earnings to qualify for initial or increased TA.
 - A job or on-the-job training position that is comparable to the work-study, internship, externship or other work placement cannot reasonably be expected to exist in the private, public or not-for-profit sector.
 - The student is not maintaining a cumulative C average (or the equivalent). The district may disregard this provision if the student documents an undue hardship.
 - The institution or student fails to monitor and report information regarding the student's attendance and performance as required.
 - The student fails to progress toward the completion of a course of study without good cause, as determined by the district.
 - The student has previously enrolled in work-study, internship, or other work placement and failed to complete the work placement without good cause as determined by the district.
 - Additional reasons as stated below:
- l. To verify continued exempt status, the district will monitor the high school attendance of 16-18 year old students in the following manner:

On a quarterly basis, the Employment Unit Staff sends an attendance verification form to the school district to verify school attendance of 16-18 year old students.

- m. The district's procedure for ensuring that an individual's health related limitations are accommodated when assigning the individual to a work activity is:
All individuals declaring limitations are required to submit a completed state approved local equivalent to LDSS-4526 (Medical Examination for Employability Assessment, Disability screening and Alcoholism/Drug Addiction) and an employability determination of medical work-limited is made by the district. A corresponding LDSS-4005(a) is sent via mail stating applicant/recipient is medically work-limited and provides the limitations

provided to the district by the medical provider. When assigning work activities, Employment Development Specialists will utilize the LDSS 4005(a) to make accommodations for medical barriers in assigning work activities and update the applicant/recipients' employment assessment and plan accordingly. When the district assigns a work limited individual to work activities, the district provides the client's limitation information to the worksite supervisor in writing.

Section 3.7 Work Verification

Consistent with New York State's approved Work Verification Plan (WVP), and in accordance with the requirements established by the United States Department of Health and Human Services, districts must develop a quality assurance plan to ensure that the data reported, from which their work participation rates are derived, are accurate. The plan must include the district's procedure for monitoring reported scheduled and actual attendance in paid employment and unpaid work activities and the controls in place to ensure that reported exemption statuses resulting in federal exclusions from the work participation rate calculation are accurately made, work eligible individuals are correctly identified, hours of attendance reported are accurate and documented, data entry is accurate and that the district and its providers adhere to the approved work activity definitions and the determination of countable excused absences and holiday reporting within federal limits. Each district must maintain the documentation to verify what is being reported to NYS OTDA.

Each district must describe how it will conduct periodic self audits to determine that system entries are consistent with documentation in case files. The district must also explain how it will choose the sample size, select sample cases and establish the review period (no less frequently than semi-annually). The plan must indicate the district will maintain documentation on all pertinent findings produced through its self audit process and that case records for all reviewed cases will be available for State and other auditors in their review of the local work verification system for the standard 6 year period associated with such reviews.

The district will sample cases from each month within the (6 month) semi-annual period. The October to March review will be due by May 20th. The April to September review will be due by November 20th. The results of these audits will enable the district to identify policies, processes or cases that may need corrective action.

After each self audit is completed, the district must submit a summary of findings to OTDA A&QI at AQI.WV.SelfAudits@otda.ny.gov for State review including specific information on each of the errors identified. In addition, when monitoring reveals substantial problems, the district must describe the corrective action it will take.

The Quality Assurance (QA) plan must include the following elements:

- Ensure that documentation of wages and actual hours of employment is verified and accurately projected/reported and present in the case file, is actual and is projected correctly;
- Ensure that the documentation for actual hours, supervision/attendance, excused absences, and holidays in other activities is present in the case file;

- Assess whether participation in the work activities reported for work eligible individuals meets the approved federal definition for the activity;
- Assess that the data entered into either WTCMS, NYCWAY or other automated systems used for reporting work activities is accurate, including actual hours, excused absences and holidays; and is based on documentation in the case record; and
- Ensure that documentation necessary to determine an individual to be exempt due to being the parent caretaker of a disabled household member (Employability Code 38 or 48), and/or parent or caretaker relative of a child in the household under 12 months of age, (Employability code 31), is present in the case file and that individuals meet the exempt status based on the required documentation.

The District's Quality Assurance Process is as follows:

The district will perform a random sample of (6) cases semi-annually for **paid work activities** to review district worker collected documentation and data entry. Both the TA and employment case files will be reviewed. Hours of employment will be verified through receipt of pay stubs, employer verification forms or collateral contact with the employer. The review will ensure the hours of employment on the ABEL budget are consistent with the hours reported on WTCMS and documentation is in the file to support hours reported on WTCMS and that the scheduled hours on WTCMS is consistent with the documentation.

The district will perform a random sample of (6) cases semi-annually for participation in **unpaid work activities** to review district worker collected documentation and data entry. The employment case files will be reviewed. Actual hours of attendance will be documented by attendance sheets showing actual hours of attendance, any excused absences during the month, any unexcused absences during the month, and holiday time. The review will ensure the actual hours of attendance reported on the monthly attendance sheets has been correctly reported on WTCMS, excused absences and holiday time are documented in the case file and correctly reported on WTCMS in accordance with federal limitations, and documentation of actual hours of attendance is accurate and matches the hours of participation reported on WTCMS by district or provider staff.

The district will perform a random sample of (3) cases semi-annually in which a case member is reported as an employability code **38-needed in the home fulltime or employability code 48-time limit exemption** to care for a disabled household member to review district worker collected documentation and data entry. The TA case file will be reviewed to ensure there is presence of medical documentation to support the exemption and that the documentation has a timeframe for the exemption and that the individual is the appropriate caretaker.

The district will perform a random sample of (3) cases semi-annually in which a case member is reported as an employability **code 31-caretaker of a child under the age of 12 months** to review district worker collected documentation and data entry. The TA case file will be reviewed to ensure there is documentation from hospital, birth certificate or social security card present to verify the child under the age of one. TA records will also be reviewed to ensure that the household composition is in fact a one parent case and that the individual has not exceeded the 12-month lifetime limit.

The district will review district worker or approved provider/vendor collected documentation and data entry of the above listed elements. The district will assess and verify that participation in the reported work activities listed above meet the State approved definition for the activity.

Use of Outside Providers/Vendors

Does the district utilize outside providers/vendors to collect documentation and enter data directly into WTWCMS?

Yes No

If Yes, does the district's provider/vendor collected documentation, data entry and management of WTWCMS follow the same process that would be used by the district worker?

Yes No

If No, please describe the process used below:

Section 3.8 Strategies/Procedures for Accommodating Individuals with Limited English Proficiency

Following is a description of how the district accommodates the needs of Non-English-speaking participants in accessing employment activities and services:

The District utilizes Language Line Solutions to provide interpretation services.

Section 3.9 Strategies/Procedures for Increasing Program Attendance

Describe district policies and/or procedures in place to reduce the amount of time participants fail to participate in work activities, including absences that are with good cause:

All assigned activities are tracked on a daily and/or weekly basis. Participants are outlined program work activity requirements and expectations at orientation & assessment. Employment Development Specialists also identify and address barriers to participating work activities (transportation, child care, etc) with the use of appropriate referrals, supportive services, and accommodations. The district attempts to reduce absences with good cause by identifying barriers to participation early and providing off site activity accommodation (remote job search, etc.) Applicant/recipients who fail to participate in assigned work activities will be subject to district action as outlined in 14-ADM-06. This attempts to conciliate with applicant/recipients and return them to participating in work activities or denies the case to remove applicant/participant from the program.

Section 3.10 Strategies/Procedures for Engaging Sanctioned TA Participants

District attempts to engage sanctioned participants as soon as they are sanctioned using the following strategies:

Employment Development Specialists provide the opportunity for sanctioned participants to update their employment assessment and plan to assign work activities and re-engage participants. This is completed to allow 10 days of compliance if/when the durational period of the sanction is completed. This is done when as soon as the participant is sanctioned.

— District attempts to engage sanctioned participants when the durational period of the sanction is completed using the following strategies:

Employment Development Specialists provide the opportunity for sanctioned participants to update their employment assessment and plan to assign work activities and re-engage participants in the last month of the durational sanction period if participant is not currently engaged in work activities. This is completed to allow 10 days of compliance before the durational period of the sanction is completed to reestablish benefits as soon as possible.

— District attempts to engage sanctioned participants during different times in the sanction period using the following strategies.

Employment Development Specialists provide the opportunity for sanctioned participants to update their employment assessment and plan to assign work activities and re-engage participants and ensure 10 days of compliance if/when the durational period of the sanction is completed. This is completed once per month during the sanction period.

Section 3.11 Strategies for reducing the need for TA

District's strategies for reducing the need for TA are described below:

The district offers supportive services, diversion payments, and emergency services to support self-sufficiency and assist potential applicants in maintaining employment and avoiding the need for ongoing Temporary Assistance.

Section 4 Support Services

(Reference 18 NYCRR 385.4)

Section 4.1 TA and Non-TA SNAP Applicants and Recipients in Work Activities Approved by the District

- a. The social services district will provide childcare in accordance with the childcare section of the district's Child and Family County Services Plan. The district will also provide for participants the following expenses which the district deems necessary for the individual to participate in orientation, assessment, employment planning, approved work activities and activities to restore self-sufficiency:

Based on individual assessment and as approved by the district, individuals may be eligible for the following service related expenses:

Transportation reimbursement @\$\$.25/mile (change may occur based on fuel price fluctuations but will not fall below the IRS Medicaid moving rate.)

Training incidentals (books, uniforms, fees as required)

One time related allowance, such as payment of car registration, car insurance, essential clothing and safety equipment as deemed necessary based on an individual assessment as approved by the district

One time car repair, which is necessary to accept employment, as determined and approved by the district.

- b. The district will use the following approach to assist those participants who need transportation to and from an approved work activity site, including any applicable mileage reimbursement rate, and the method used by the district to arrive at that

reimbursement rate. OTDA policy establishes a mileage reimbursement rate of no less than the IRS established rate for medical/moving purposes. In all instances, should the actual cost of transportation needed to participate in an assigned work activity exceed the reimbursement rate determined by the district, the district will reimburse for the actual costs based on reasonable documentation submitted by the work activity participant.

Please check all that apply:

- Bus pass/token
- Gas card/voucher
- Mileage reimbursement at IRS Business rate, (effective 1/1/19 is 58 cents/mi)
- Mileage reimbursement at IRS Medical/Moving rate, (effective 1/1/19 is 20 cents/mi)
- Other mileage rate, (please explain methodology used to establish reimbursement rate): The district's mileage reimbursement rate is \$.25/mile and may be subject to change based on fluctuations in fuel prices but will not fall below the IRS Medical moving rate.

- c. OTDA policy establishes a distance not to exceed 2 miles as the maximum distance that the district can require a participant to walk to a work activity assignment or to access public transportation. The district's policy states that an individual may be required to walk up to the distance described below each way to a work activity or to access public transportation:

The maximum distance a participant is expected to walk is 2 miles, and is developed with consideration of the distance between local housing complexes and the local employer base. The district will provide accommodations on a case-by-case basis for individuals with limitations enabling them to access work activities. This may include assisting the client in moving to closer proximity to prospective employment.

- d. The district will provide the following services to assist individuals at risk of needing TA to improve their opportunities for employment or to maintain their employment:
Based on individual assessment and as approved by the district, individuals may be eligible for the following service related expenses:
Transportation reimbursement @\$.25/mile (change may occur based on fuel price fluctuations but will not fall below the IRS Medicaid moving rate.)
Training incidentals (books, uniforms, fees as required)
One time related allowance, such as payment of car registration, car insurance, essential clothing and safety equipment as deemed necessary based on an individual assessment as approved by the district
One time car repair, which is necessary to accept employment, as determined and approved by the district.

Section 4.2 Transitional Support Services

The district will provide the following supports and strategies to support job retention:

The district offers supportive services, diversion payments, and emergency services to support self-sufficiency and assist potential clients in maintaining employment. .

The district will provide the following support services, for up to 90 days after case closing, to individuals whose TA cases have closed due to employment:

Employment related clothing

- License and other work related fees
- Job related safety equipment
- Automobile repairs/towing
- Automobile insurance
- Transportation- gas card or bus passes
- Other payments on a case by case basis

Section 4.3 Extended Support Services

As long as funding is available (through FFFS, etc.), the district will provide the following supportive services for individuals who are eligible under the TANF Services 200% of poverty eligibility guidelines:

- Employment related clothing
- License and other work related fees
- Job related safety equipment
- Automobile repairs/towing
- Automobile insurance
- Transportation- gas card or bus passes
- Other payments on a case by case basis

Section 5 Conciliation, Sanction and Dispute Resolution Procedures

(Reference 18 NYCRR 385.11 and 385.12)

Section 5.1 Conciliation

The district's conciliation process for TA applicants and recipients is in accordance with 18 NYCRR 385.11(a). Conciliations are conducted (check all that apply and describe the procedure.):

- in person
- by phone
- by mail

The district will use the conciliation process as outlined in 18 NYCRR 385.11. The district will issue LDSS-4230 (Conciliation Notification) to a TA applicant/recipient who fails to comply with an employment requirement. LDSS-4230 will indicate that a failure or refusal to participate has occurred, indicate the individual has a right to provide reasons for failure to participate and indicate that the individual has 10 days to respond to provide reason(s) why they failed to

comply and request a conciliation. The individual must provide a written statement on the state approved local conciliation response letter (provided with LDSS-4230 and a return envelope with postage) describing their reason(s) for failing to comply with the employment requirement with all supporting documentation attached. The individual may provide the conciliation response letter and supporting to the district directly at the Department of Social Services, Workforce Development, or via mail (using return envelope with postage provided) (See district's mailing procedure below.)

The Temporary Assistance good cause/willfulness determination is made by:

- client's employment worker
- a supervisor
- separate entity:

The district utilizes a conciliation officer defined as a Yates County DSS supervisor for all good cause/willfulness determinations.

The district's conciliation process for SNAP recipients is in accordance with 18 NYCRR 385.11. Conciliations are conducted (check all that apply and describe the procedure.):

- in person
- by phone
- by mail

The district will use the conciliation process as outlined in 18 NYCRR 385.11. The district will issue LDSS-4230 (Conciliation Notification) to a SNAP recipient who fails to comply with an employment requirement. LDSS-4230 will indicate that a failure or refusal to participate has occurred, indicate the individual has a right to provide reasons for failure to participate, indicate that the individual has 10 days to respond to provide reason(s) why they failed to comply and request a conciliation, and indicate that the individual has a right to avoid a reduction or discontinuance in SNAP benefits by timely demonstrating compliance with SNAP work requirements. The individual may provide a written statement on the state approved local conciliation response letter (provided with LDSS-4230 and a return envelope with postage) describing their reason(s) for failing to comply with the employment requirement with all supporting documentation attached. The individual may provide the conciliation response letter and supporting to the district directly at the Department of Social Services, Workforce Development, or via mail (using return envelope with postage provided) (See district mailing procedure below.) Alternately, the individual may demonstrate compliance with SNAP work requirements by completing one of the activities listed in the procedure for engaging SNAP recipients to demonstrate compliance below.

Yates County DSS Mailing Policy and Procedure

Procedure for all correspondence: Eligibility workers and clerical staff are provided with a supply of preprinted envelopes with the Department of Social Services office return address. Manually created letters and notices (including appointment letters) are placed in a preprinted envelope with the Department of Social Services return address on it and addressed to the current known client address. Copies of all correspondence are maintained in case files or I/EDR, CNS or WTWCMS. Clients are notified in writing at the application interview that they

are required to report any changes in their case including change of address within 10 days of the change. Workers place correspondence into a designated bin located at Reception. Mail is taken to the county mailroom by Reception staff or in their absence the Sr. Account Clerk Typist located in the Child Support Unit Monday through Friday at 3:45 pm and deposit mail into the county mail box to be picked up by USPS daily. It is presumed that mail is delivered by the USPS unless it is returned to the Department of Social Services. All DSS envelopes are labeled with "Return Service Requested" and are returned to the Department of Social Services if undeliverable. Mail sent out by automated state systems are also return to the local DSS agency if undeliverable. The address change is labeled by USPS on undeliverable mail if the address change has been reported to USPS by the client. Reception sorts and places returned mail in the assigned eligibility workers mail slot. Eligibility workers pick up their mail, note any changes in address and data enter changes in WMS. If a current address is known the returned mail is then sent out again using the same process.

The SNAP E&T good cause/willfulness determination is made by:

- client's employment worker
- a supervisor
- separate entity:

The district utilizes a conciliation officer defined as a Yates County DSS supervisor for all good cause/willfulness determinations.

The district's procedure for engaging SNAP recipients in a work activity to demonstrate compliance to avoid a SNAP E&T related sanction is:

SNAP recipients will be given the opportunity to demonstrate compliance by:

-Completing 5 job search contacts within a 7 calendar day period and turning in a completed "Job Search Verification Log" with supporting job search documentation.

-Developing a perspective compliance plan with an Employment Development Specialist and complying with this plan for a 10 calendar day period beginning the day after the perspective compliance plan is developed.

Section 5.2 Sanctions

- a. The district's procedure for determining compliance for those TA recipients who wish to end their employment sanction (18 NYCRR 385.12, 385.13), including the time period established for demonstrating compliance to the satisfaction of the district is:
Individuals must state to the district that they wish to end their employment sanction, update their employment assessment and plan with an Employment Development Specialist and must follow their updated plan for a 10 calendar day period beginning the day after the perspective compliance plan is developed.
- b. The district's procedure for determining compliance for those SNAP recipients who wish to end their employment sanction (18 NYCRR 385.12, 385.13), including the time period established for demonstrating compliance to the satisfaction of the district is:
SNAP recipients will be given the opportunity to demonstrate compliance by:

-Completing 5 job search contacts within a 7 calendar day period and turning in a completed "Job Search Verification Log" with supporting job search documentation.

-Developing a perspective compliance plan with an Employment Development Specialist and complying with this plan for a 10 calendar day period beginning the day after the perspective compliance plan is developed.

Section 5.3 Dispute Resolution

The district's procedure for individuals who wish to dispute their work activity assignments, including individuals who dispute the district's response to their request for health-related accommodations is conducted in accordance with 18 NYCRR 385.11.

The grievance is mediated by:

- An agreement with an independent entity
- Supervisory staff who are trained in mediation and who have no direct responsibility for the individual's case
- Designated supervisory staff who have no direct responsibility for the individual's case and who are not trained in mediation

Section 6 Disability Determinations, Documentation and Requirements of Exempt Individuals

(Reference 18 NYCRR 385.2)

Section 6.1 Disability Determination Process and Tools

The district's process for determining an individual's disabilities and/or work limitations is in accordance with 18 NYCRR 385.2(d). Check **all** that apply, and describe the process:

- District participates in the OTDA managed contract for independent medical evaluations.
- District contracts directly with a physician to provide independent medical evaluations.
- District accepts physician's statement provided by participant.
- District accepts physician's statement provided by participant but refers for an independent evaluation when deemed necessary.
- Other process (please describe):

The local process for reviewing the medical documentation to determine if the individual is exempt, nonexempt, or work limited is as follows:

- District directs the contracted physician or individual's physician to determine status.
- District review team reviews and determines status (described below).
- Specialized disability/medical staff or unit reviews and determines status (described below)
- Other:

The employment unit holds weekly case reviews that are attended by the Employment and Training Program Supervisor, Principal Social Welfare Examiner, Employment Development

Specialists (2), and unit Social Welfare Examiners (3). This team reviews medical documentation and makes determinations as to the clients appropriate Employability Code.

Section 6.2 Mental Health Screening and Assessment

The district is administering a screening tool for TA participants to help determine whether a referral for a mental health evaluation is warranted, in addition to screening for a disability that occurs as part of the application or disability determination process

Yes No (*If No, section 6.2 is complete*)

If yes: Describe the district's policy for determining when a program participant is offered a mental health screen.

If yes: Does the district use the LDSS 5009 - Mental Health Screening Tool and/or the computer assisted version of the Modified Mini Screening tool (MMS)?

Yes No

If using the MMS, indicate the district's cutoff score (7, 8 or 9) for referral to a mental health evaluation:

If using a screening tool other than the MMS, indicate the screening tool used:

Describe the district procedure for referring a participant for a mental health evaluation, when warranted by the screening result:

The district currently refers individuals who self-report or are suspected of having mental health issues as a barrier to employment for a psychological evaluation. These evaluations are then utilized in the development of the individual's employment plan. Individuals are referred as appropriate for treatment or case management services in support of their application for SSI.

Section 6.3 Requirements for Exempt TA Participants (Reference 18 NYCRR 385.2 (e))

An exempt individual who has the potential to be restored to self-sufficiency through rehabilitation may be required to accept medical care to assist the individual in recovering from a mental or physical impairment, accept referral to and enrollment in a program of vocational rehabilitation, training, and/or other essential rehabilitation, and provide requested evidence that he/she is participating in the assigned program.

- a. Following is the district's procedure for determining if an individual who is unable to work due to mental or physical impairment has the potential through treatment or other rehabilitative activities to improve the ability to work. This determination is different from

the determination of the individual's disability exemption as covered in Section 6.1 of this plan. Included here is who (e.g., medical practitioner, employment worker, TA worker, local review team, etc.) makes or assists in this determination that an individual can restore or improve employability through treatment or other rehabilitative activities. Also included is the source and type of information used to make the determination (e.g., information from individual's medical practitioner, district contracted provider, specialist evaluation obtained as result of district referral, etc.):

The district makes the determination if a disabled individual has the potential to be restored to self-sufficiency based on current medical documentation and physician's recommendation. The Employment Unit discuss the documentation to make determinations at weekly TA case reviews.

- b. Following is the district's procedure for developing a treatment plan and for referring the participant to appropriate treatment, etc. Please be specific:

If there is supporting medical documentation stating that there is potential to be restored to self-sufficiency, a treatment plan is developed based on the physician's recommendations. Employment Development Specialists then update the individual's employment assessment and plan with a focus on treatment activity assignments. These assignments align with the physician's recommendations. If appropriate, participants may be referred to FLACRA, ACCES VR, ARC of Yates and John D. Kelly Mental Health Clinic or other providers as appropriate or indicated.

- c. Following is the district's procedure for tracking the participant's compliance with the treatment plan, including who in the district is responsible for monitoring compliance. Include elements such as monthly confirmation of attendance at rehabilitation or other factors to judge participation and progress, along with how often the treatment plan is updated:

Participants are mandated to follow the employment plan and are monitored for compliance by Employment Development Specialists using the local "Medical Appointment Log". Participants will turn in the "Medical Appointment Log" completed with signatures of medical/treatment providers seen and signed by the participant. This documentation is due to the district monthly to monitor participation and progress. The treatment plan is updated when there are changes in employment status (exempt to non-exempt) or no later that 6 months at recertification.